

NASA Teleconferencing Center



Video and Voice Conferencing Services



Introduction to Teleconferencing Services



The NASA Teleconferencing Center (NTC) provides cost-effective and flexible Video and Voice Conferencing solutions for all NASA Enterprises, Programs, and Centers.

Video (ViTS) and Voice (VoTS) Conferencing can reduce travel time and expense by allowing individuals in different geographic locations to conduct meetings anytime and collaborate as a team with little or no advance scheduling.

The NTC provides Video and Voice Conferencing services with a high call capacity and no duration limitations. Daily, weekly, monthly, or one-time-only conference calls

can be scheduled easily. NTC Conferencing Analysts can assist you with determining the service that will best meet your conferencing needs. The NTC Analysts can also assist you with questions about special features that may enhance the effectiveness of your Video or Voice Conference.

Standard operating hours for the NASA Teleconferencing Center are Monday–Friday, 6 a.m.–6 p.m. Central Time; however, 24/7 conferencing support is available as scheduled or as required.

Video Teleconferencing

The NTC provides a global video bridging service that establishes videoconferences for NASA and off-network sites. The NTC video bridge supports both ISDN (H.320) and IP (H.323) technology. Video Teleconferencing provides the Agency-wide NASA community with the capability to combine interactive Video and Voice Conferencing.

The NTC video service provides various additional features that include the following:

- Screen Layout Options
- Hybrid Videoconferences (Combination IP and ISDN)
- Audio-Only Add On
- AES Encryption
- High-Definition Video
- Recording
- Transcoding
- Speed Matching



Video Teleconferencing

Video Teleconference service levels are as follows:

Premier

An NTC Conferencing Analyst greets each Video Room Operator, assists with video connection, performs a roll call, and notifies the host site when all participants are present. The NTC Analyst monitors the videoconference for its duration and maintains a separate telephone Comm-Line with Video Room Operators to be instantly available for assistance or troubleshooting if technical difficulties arise.

Standard

An NTC Conferencing Analyst greets each Video Room Operator, assists with video connection, performs a roll call, and notifies the host site when all participants are present. The NTC Analyst disconnects from the videoconference after it is established.

If technical support is required during the videoconference, the Video Room Operator can contact the NTC for assistance at 1-877-857-6272.



Voice Teleconferencing

Voice Teleconference service levels are as follows:

Instant Meeting (NASA preferred service level)

Instant Meeting (IM) subscriptions are available for the customer's use 24 hours a day, 7 days a week. After initial setup, conference reservations are not required. The customer is provided with a consistent toll or toll-free meet-me number and both Leader and Participant passcodes. Operator dial-out is not available. Various features are available to customers to manage their own IM accounts. No cancellation charges apply.

Premier

An Operator calls each participant approximately 10 minutes prior to the scheduled conference time and announces each participant. The Operator monitors the Voice Conference for its duration. This type of service must be scheduled in advance, and cancellation charges apply.

Standard

Participants can dial into this conference or request an Operator dial out to them. The Operator can be called for assistance during the conference by using *0 on the telephone keypad. This type of service must be scheduled in advance, and cancellation charges apply.

Unattended

Participants dial into this conference. The Operator can be called for assistance during the conference by using *0 on the telephone keypad. This type of service must be scheduled in advance, and cancellation charges apply. This service does not support international sites.

To apply for a new Voice Conferencing account, go to <<http://www.nisn.nasa.gov/ServicesPages/Voice.html>>.



NASA Teleconferencing Center (NTC) 1-877-857-6272 (NASA)



NTC Staff

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"We are committed to providing outstanding customer support."

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**For more information on NASA
Teleconferencing Services visit:**

<http://www.nisn.nasa.gov>

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